

JOB DESCRIPTION

JOB DETAILS

Job Title: Clinical Effectiveness Co-ordinator

Pay Band: 7

Directorate: Medical Directorate

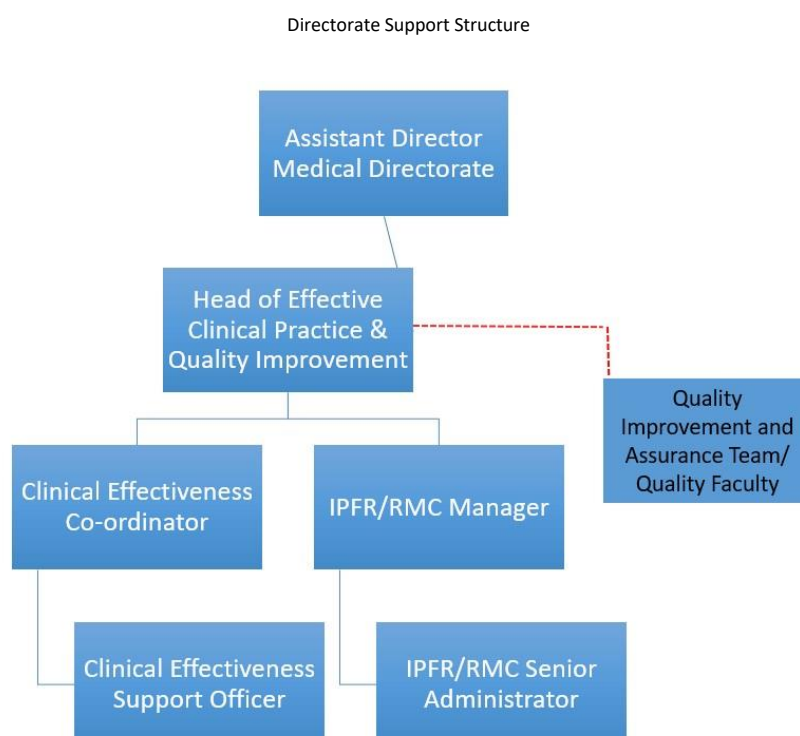
Department: Medical Directorate

ORGANISATIONAL ARRANGEMENTS

Reports to: Assistant Director – Medical Directorate

Professionally Responsible to: Medical Director

Organisation chart:



JOB SUMMARY / PURPOSE

This post sits within the Medical Directorate. The post holder will play a key role in improving the quality of patient care by helping the Health Board to achieve implementation of NICE and other national clinical guidance, whilst at the same time achieving financial balance. This is with the exception of NICE Technology Appraisals Guidance and All Wales Medicines Strategy Group medicines advice: these are managed by the Medicines Management Team.

The post holder will have delegated responsibility for the coordination, implementation and monitoring of the process for effective implementation of NICE guidance and other national or professional guidance. They will actively support managers and health professionals in achieving implementation of NICE and other national guidance within current financial constraints and will work across the health community whenever appropriate.

The post holder will assist the Health Board in ensuring that patients receive effective treatment and care that conforms to nationally agreed best practice, particularly as defined by NICE guidance. They will provide advice and support to health professionals and service managers in the provision of effective clinical care which is based on the best evidence.

The post holder will work flexibly within the Medical Directorate to support all aspects of clinical effectiveness activity.

MAIN DUTIES AND RESPONSIBILITIES

Represent the Medical Directorate in relevant meetings and on relevant committees or groups, in order to facilitate communication and integration between the directorate and the services.

Assure the Board (through the Effective Clinical Practice Advisory Board and aligned to Health Board Quality and Governance structures) that appropriate systems and processes are in place to manage the implementation of NICE and other national guidance within the Health Board, within existing financial constraints.

Establish and participate in appropriate reporting mechanisms to the Effective Clinical Practice Advisory Panel regarding levels of implementation of NICE guidance, the reasons for not implementing, associated risks and cost implications; and other national guidance being implemented.

Use highly developed negotiation skills and tact to encourage adoption of best practice where significant variation in practice is identified and there is resistance to change. Communicate in a manner that will neither offend nor antagonise and protects the dignity of others. Where necessary, present contentious information to groups of staff who may have mixed or conflicting interests.

Be responsible for liaison and networking with relevant external stakeholders in order to ensure effective collaboration, joint working and exchanges of examples of best practice.

Work with colleagues across the health community to ensure effective, co-ordinated implementation of NICE guidance which crosses the primary and secondary care interface, in order to promote seamless care.

Develop effective measures of communication and dissemination to inform key people of relevant NICE or national guidance in a prompt and effective way.

Be the lead specialist for implementation of Health Board's policies pertaining to NICE and other national guidance.

Be responsible for the promotion of evidence based practice throughout the organisation.

Be responsible for interpreting national policies and guidance relating to post-holder's sphere of work and provide advice to the Head of Effective Clinical Practice and Quality Improvement (Medical Directorate), Assistant Director, Medical Directorate, and the Health Board regarding required actions.

Service Management

Be responsible for the development and management of a process for effective implementation of NICE and other national or professional guidance. Provide relevant committees with reports and recommendations. This should include the establishment, facilitation, coordination and contribution to a NICE sub-group to the Effective Clinical Practice Advisory Panel, and for the implementation of the Health Board policies pertaining to NICE and other national guidance.

Establish, facilitate, co-ordinate and/or contribute to any necessary Task and Finish Groups required in relation to implementation of NICE and other national guidance. These may be within or across Directorates, or within the broader health community.

Undertake horizon scanning to allow service and financial forward planning in relation to up and coming NICE guidance. Ensure relevant Directorates are notified in advance, of NICE guidance which is due to be issued in order to facilitate service planning and financial control, supporting opportunities to sign up as stakeholders in developing NICE guidance.

Work with Directorates to identify clinical leads for each piece of guidance and support Directorates in undertaking baseline assessments and developing action plans (which incorporate financial implications), based on clear timescales, to achieve full implementation.

Coordinate actions required in different hospitals and between different Directorates, ensuring a consistent approach to each piece of NICE Guidance and highlighting to relevant service managers where such consistency is lacking.

Consider whether the recommendations in the guidance will have an impact on the wider health community and if so, whether a collaborative approach is required. Coordinate and lead any such collaborative work, ensuring full engagement of all stakeholders.

Ensure the organisation is a registered stakeholder with NICE to allow the Health Board to contribute to and comment on the development of NICE guidance. Facilitate stakeholder consultation groups and encourage health professionals to participate in order to increase awareness and ownership of NICE guidance. Engage with colleagues in the wider health community if their contribution to the group would be beneficial. Ensure feedback of comments to NICE.

Be responsible for establishing and coordinating a process which ensures that NICE Interventional Procedure Guidance is appropriately disseminated and urgently acted upon. This includes ensuring cessation of procedures identified as 'not to be used' and monitoring of procedures categorised as 'may be used with certain safeguards e.g. training, special consent or audit of outcomes'. Ensure outcomes are recorded on the Risk Register. This should be in accordance with the Health Board's New Interventional Procedures Policy.

Ensure that patient information developed by NICE is made available within the organisation in order to inform patients what to expect during treatment, care and aftercare.

Use knowledge of research methodology, critical appraisal and the systematic review process to interpret clinical guidelines.

Ensure processes to support the audit of NICE guidance to assess level of implementation, identify areas where guidance is not being implemented, and areas where change is required. Liaise with the Clinical Audit Manager to ensure that all NICE audits are included on the Health Board Clinical Audit Programme. Ensure outcomes of NICE audits are reported to relevant Directorates and the Effective Clinical Practice Advisory Panel.

Evaluate action plans to analyse how effective they have been in achieving implementation, whether actual costs compare with those estimated in the action plan, and whether timelines were met.

Monitor the overall process for implementation of NICE guidance and make required changes to ensure continual systems improvement.

Service Improvement

Use highly developed analytical skills to review and critically appraise clinical guidelines developed outside the UK or by 'non-national' bodies, in order to identify best practice. Make judgements as to whether health professionals and service managers need to be made aware of such guidance.

Coordinate the implementation of NICE and other national guidance which has a direct impact on patient care. Provide advice to health professionals and service managers concerning the evidence base behind proposed treatment of groups of patients or clients, and the steps required to achieve best clinical practice.

Make judgements in the interpretation of NICE and other national guidance, assessing relevance to the organisation, levels of implementation, barriers to change, and the best course of action to take based on this information.

Be responsible for recording and monitoring implementation of NICE and other national guidance and assist in developing strategies for improving areas of poor implementation in terms of both service configuration and clinical practices.

Interpret UK health service policy in relation to NICE and other national guidance in order to inform policy development within the Health Board, ensuring awareness of all relevant Welsh Health Circulars, and the differences between policy in England and Wales.

Ensure effective implementation of Health Board-wide policies relating to the implementation of NICE and other national guidance. Ensure consideration is made of how systems will incorporate primary care contractors to the Health Board.

Identify Health Board policies and procedures which may need to be written or revised as a result of recommendations within NICE or other national guidance. Undertake, or support, the writing, review and revision of these policies.

Communications

Form key relationships with the following internal and external stakeholders:- Medical Director, Associate Medical Directors, Clinical Directors, Team Leaders, Directorate and Health Board-wide quality and safety and governance groups, Director of Nursing, Quality and Patient Experience, Assistant Directors of Nursing, Senior Nurses, General Managers, Service Delivery Managers and Service Managers, Heads of Services and Professional Groups, Health Professionals, Pharmacy, Knowledge and Library Services, Staff Development, Quality, Safety & Experience Assurance Committee, Effective Clinical Practice Advisory Panel, NICE and National Guidance Group, Medicines Management Operational Group, Director of Planning, Finance colleagues, Transformation colleagues, Quality Improvement colleagues, Audit colleagues, Relevant Welsh Government departments, other Health Boards and NHS Trusts, Healthcare Inspectorate Wales (HIW), NICE, relevant All Wales clinical networks.

Establish excellent communication and collaborative relationships with those identified above, ensuring equitable communication across geographically dispersed services. In particular, ensure close collaborative working with the Directorates, Pharmacy and the Finance Department.

Finance and Resources

Using the costing templates provided by NICE, work with Directorates and the Finance Department to assess how much it will cost to fully implement each relevant piece of NICE guidance, and identify any potential cost savings in order to help the Health Board achieve financial targets.

Be responsible for the safe use of Health Board equipment used during day-to-day work.

Personal and People Development and People Management

Provide specific educational events, workshops and awareness raising sessions for groups of health professionals, managers and members of clinical networks, to encourage a positive reception to the guidance and promote a positive culture towards implementation.

Work to establish an environment where everyone understands the benefits of evidence based practice, devising and providing training where appropriate

Information Processing

Be responsible for maintaining accurate records, effectively using digital systems to monitor implementation of NICE and other national guidance, and for developing information systems for collation, analysis, reporting and presentation of data to aid the monitoring of NICE guidance implementation. Use these systems to provide reports to relevant General Managers, health professionals and the Effective Clinical Practice Advisory Panel.

Proactively collate relevant evidence and information to support the Health Board's response in relation to relevant Healthcare Standards for Wales. Provide the narrative, evidence and action plan for the Standards relating to NICE and other national guidance.

Ensure confidentiality and application of the Data Protection Act and the Freedom of Information Act within sphere of responsibility.

Make regular use of computer software (such as Word, Excel, Access, Internet, Email etc) and digital systems to create and disseminate reports and documents.

Health, Safety and Security

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Health Board. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

The post holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.

The post holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

Quality

To ensure that systems and processes meet best practice guidelines and as such contribute to improving the quality of patient care.

To support alignment with the Health Board's Quality Improvement activity.

Equality and Diversity

The post holder must ensure that processes and systems are delivered within the Health Board's Equality and Diversity policies.

Effort and Environmental

Regularly use a VDU and be seated for prolonged periods of time.

Apply significant mental effort during regular periods of prolonged concentration, particularly when interpreting and assessing evidence in relation to best practice, assessing levels of compliance with guidance and developing action plans to support implementation.

Deal with challenging situations when attempting to persuade staff to change clinical practice, in situations where there is disagreement.

Work in an environment where challenging situations may arise when the financial constraints mean it is not possible to achieve full compliance with guidelines.

Frequent requirement to travel to different locations within the Health Board.

General

Other tasks and duties may be determined by appropriate line manager as the role develops.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Educated to first Degree level, or equivalent experience</p> <p>Educated to Masters Level or equivalent experience.</p>	<p>Formal project Management qualification</p> <p>Good knowledge of all aspects of clinical governance, including clinical risk.</p> <p>Knowledge and understanding of the healthcare environment</p> <p>Comprehensive knowledge and understanding of current national policies relating to NICE Guidance.</p> <p>Knowledge and understanding of the Health Care Standards for Wales and the requirements of Healthcare Inspectorate Wales</p>	Application form
Experience	<p>Experience in a health care environment</p> <p>Experience of successfully implementing and delivering small, medium and largescale projects</p> <p>Sound IT skills and experience of Microsoft Office applications</p> <p>Experience of preparing and delivering formal and informal presentations to small and large groups.</p> <p>Experience in a clinical</p>	<p>Strategy / policy development experience.</p>	Application form and interview.

	<p>governance related field.</p> <p>Track record of achievement and task completion.</p> <p>Experience of clinical guideline implementation</p> <p>Experience of change management</p> <p>Teaching experience</p> <p>Clinical audit experience</p>		
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
Aptitude and Abilities	<p>Good negotiation and facilitation skills, with an ability to deal with complex, difficult and challenging situations.</p> <p>Critical appraisal and evidence based practice skills.</p> <p>Sound change management knowledge and skills.</p> <p>Excellent interpersonal and communication skills with an ability to interact in a multiprofessional and multi-organisational environment and, where necessary, communicate complex, sensitive or contentious information.</p> <p>Excellent written, oral and presentation skills, with an ability to adapt to both individual and group requirements.</p> <p>Excellent organisational</p>		Interview

	<p>and planning skills.</p> <p>Good IT skills with an ability to effectively search the internet and health literature databases, and a knowledge of MS Office applications.</p> <p>Good numeracy, statistical analysis and data interpretation skills.</p> <p>Good understanding of financial planning</p>		
Other	<p>Highly professional, positive approach</p> <p>Awareness of personal and political sensitivities and ability to adapt accordingly</p> <p>Innovative and constructive approach to project management</p> <p>Understanding of national, regional and local priorities and ability to lead pilot accordingly</p> <p>Flexible approach to work and adaptable in order to meet competing priorities</p> <p>Able to direct the delivery of projects by third parties</p> <p>Ability to listen to the needs of others</p>	Commitment to developing positive attitudes towards challenges and change	<p>Application form</p> <p>Interview</p>

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The post holder is required to demonstrate ongoing continuous professional development. At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post holder has the responsibility for the development of risk profiles and

a risk register within their area of responsibility. The post holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The post holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both

an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The post holder needs to ensure they are familiar with their terms and conditions of service.